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7 **UNITED STATES DISTRICT COURT**  
8 **CENTRAL DISTRICT OF CALIFORNIA**  
9

10 KORTTNEY ELLIOTT,

11 Plaintiff,

12 vs.

13  
14 JADE VALLEY LLC; and DOES 1  
15 through 10,  
16 Defendants.  
17  
18  
19  
20  
21  
22  
23

**Case No.:**

COMPLAINT FOR INJUNCTIVE  
RELIEF AND DAMAGES FOR  
VIOLATION OF:

1. AMERICANS WITH DISABILITIES  
ACT, 42 U.S.C. §12131 et seq.;
2. CALIFORNIA'S UNRUH CIVIL  
RIGHTS ACT, CAL CIV. CODE §§ 51 -  
52 et seq.;
3. CALIFORNIA'S DISABLED  
PERSONS ACT, CAL CIV. CODE §54 et  
seq.
4. CALIFORNIA HEALTH & SAFETY  
CODE § 19955, et seq.
5. NEGLIGENCE

24 Plaintiff KORTTNEY ELLIOTT ("Plaintiff") complains of Defendants JADE  
25 VALLEY LLC; and DOES 1 through 10 ("Defendants") and alleges as follows:  
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**PARTIES**

1  
2 1. Plaintiff is a California resident with a physical disability. Plaintiff suffers  
3 from hemiplegia, is substantially limited in her ability to walk and requires the use of a  
4 wheelchair at all times when traveling in public.

5 2. Defendants are, or were at the time of the incident, the real property owners,  
6 business operators, lessors and/or lessees of the real property for a donut shop  
7 (“Business”) located at or about 11821 Valley Blvd., El Monte, California.

8 3. The true names and capacities, whether individual, corporate, associate or  
9 otherwise of Defendant DOES 1 to 10, and each of them, are unknown to Plaintiff, who  
10 therefore sues said Defendants by such fictitious names. Plaintiff will ask leave of Court  
11 to amend this Complaint when the true names and capacities have been ascertained.  
12 Plaintiff is informed and believes and, based thereon, alleges that each such fictitiously  
13 named Defendants are responsible in some manner, and therefore, liable to Plaintiff for  
14 the acts herein alleged.

15 4. Plaintiff is informed and believes, and thereon alleges that, at all relevant  
16 times, each of the Defendants was the agent, employee, or alter-ego of each of the other  
17 Defendants, and/or was acting in concert with each of the other Defendants, and in doing  
18 the things alleged herein was acting with the knowledge and consent of the other  
19 Defendants and within the course and scope of such agency or employment relationship.

20 5. Whenever and wherever reference is made in this Complaint to any act or  
21 failure to act by a defendant or Defendants, such allegations and references shall also be  
22 deemed to mean the acts and failures to act of each Defendant acting individually, jointly  
23 and severally.

24 **JURISDICTION AND VENUE**

25 6. The Court has jurisdiction of this action pursuant to 28 USC §§ 1331 and  
26 1343 for violation of the Americans with Disabilities Act of 1990, (42 USC §12101, *et*  
27 *seq.*)  
28

1           7. Pursuant to pendant jurisdiction, attendant and related causes of action,  
2 arising from the same nucleus of operating facts, are also brought under California law,  
3 including, but not limited to, violations of California Civil Code §§51, 51.5, 52(a), 52.1,  
4 54, 54., 54.3 and 55.

5           8. Plaintiff's claims are authorized by 28 USC §§ 2201 and 2202.

6           9. Venue is proper in this court pursuant to 28 USC §1391(b). Defendants  
7 reside in this district, Los Angeles County, California.

8                                   **FACTUAL ALLEGATIONS**

9           10. In or about June of 2022, Plaintiff went to the Business.

10           11. The Business is a donut shop business establishment, open to the public, and  
11 is a place of public accommodation and affects commerce through its operation.  
12 Defendants provide parking spaces for customers.

13           12. While attempting to enter the Business during each visit, Plaintiff personally  
14 encountered a number of barriers that interfered with her ability to use and enjoy the  
15 goods, services, privileges, and accommodations offered at the Business.

16           13. To the extent of Plaintiff's personal knowledge, the barriers at the Business  
17 included, but were not limited to, the following:

- 18                   a. Defendants failed to comply with the federal and state standards for  
19 the parking space designated for persons with disabilities. Defendants  
20 failed to post required signage such as "Van Accessible."  
21                   b. Defendant failed to maintain the parking space designated for persons  
22 with disabilities to comply with the federal and state standards.  
23 Defendants failed to maintain the paint on the ground as required.  
24                   c. Defendant failed to maintain the parking space designated for persons  
25 with disabilities to comply with the federal and state standards.  
26 Defendants failed to maintain the facility to be readily accessible.  
27                   d. Defendants failed to maintain the parking space designated for  
28 persons with disabilities to comply with the federal and state

standards. Defendants failed to maintain the mark on the space with the International Symbol of Accessibility.

14. These barriers and conditions denied Plaintiff the full and equal access to the Business and caused his difficulty and frustration. Plaintiff wishes to return and patronize the Business; however, Plaintiff is deterred from visiting the Business because his knowledge of these violations prevents him from returning until the barriers are removed.

15. Based on the violations, Plaintiff alleges, on information and belief, that there are additional barriers to accessibility at the Business after further site inspection. Plaintiff seeks to have all barriers related to his disability remedied. *See Doran v. 7-Eleven, Inc.* 524 F.3d 1034 (9<sup>th</sup> Cir. 2008).

16. In addition, Plaintiff alleges, on information and belief, that Defendants knew that particular barriers render the Business inaccessible, violate state and federal law, and interfere with access for the physically disabled.

17. At all relevant times, Defendants had and still have control and dominion over the conditions at this location and had and still have the financial resources to remove these barriers without much difficulty or expenses to make the Business accessible to the physically disabled in compliance with ADDAG and Title 24 regulations. Defendants have not removed such barriers and have not modified the Business to conform to accessibility regulations.

### **FIRST CAUSE OF ACTION**

#### **VIOLATION OF THE AMERICANS WITH DISABILITIES ACT OF 1990**

18. Plaintiff incorporates by reference each of the allegations in all prior paragraphs in this complaint.

19. Under the Americans with Disabilities Act of 1990 (“ADA”), no individual shall be discriminated against on the basis of disability in the full and equal enjoyment of the goods, services, facilities, privileges, advantages, or accommodations of any place of public accommodation by any person who owns, leases, or leases to, or operates a place of public accommodation. *See* 42 U.S.C. § 12182(a).

1           20.   Discrimination, *inter alia*, includes:

- 2           a.     A failure to make reasonable modification in policies, practices, or  
3                 procedures, when such modifications are necessary to afford such  
4                 goods, services, facilities, privileges, advantages, or accommodations  
5                 to individuals with disabilities, unless the entity can demonstrate that  
6                 making such modifications would fundamentally alter the nature of  
7                 such goods, services, facilities, privileges, advantages, or  
8                 accommodations. 42 U.S.C. § 12182(b)(2)(A)(ii).
- 9           b.     A failure to take such steps as may be necessary to ensure that no  
10                individual with a disability is excluded, denied services, segregated or  
11                otherwise treated differently than other individuals because of the  
12                absence of auxiliary aids and services, unless the entity can  
13                demonstrate that taking such steps would fundamentally alter the  
14                nature of the good, service, facility, privilege, advantage, or  
15                accommodation being offered or would result in an undue burden. 42  
16                U.S.C. § 12182(b)(2)(A)(iii).
- 17           c.     A failure to remove architectural barriers, and communication barriers  
18                that are structural in nature, in existing facilities, and transportation  
19                barriers in existing vehicles and rail passenger cars used by an  
20                establishment for transporting individuals (not including barriers that  
21                can only be removed through the retrofitting of vehicles or rail  
22                passenger cars by the installation of a hydraulic or other lift), where  
23                such removal is readily achievable. 42 U.S.C. § 12182(b)(2)(A)(iv).
- 24           d.     A failure to make alterations in such a manner that, to the maximum  
25                extent feasible, the altered portions of the facility are readily  
26                accessible to and usable by individuals with disabilities, including  
27                individuals who use wheelchairs or to ensure that, to the maximum  
28                extent feasible, the path of travel to the altered area and the

1                   bathrooms, telephones, and drinking fountains serving the altered  
2                   area, are readily accessible to and usable by individuals with  
3                   disabilities where such alterations to the path or travel or the  
4                   bathrooms, telephones, and drinking fountains serving the altered  
5                   area are not disproportionate to the overall alterations in terms of cost  
6                   and scope. 42 U.S.C. § 12183(a)(2).

7           21.   Where parking spaces are provided, accessible parking spaces shall be  
8   provided. 1991 ADA Standards § 4.1.2(5); 2010 ADA Standards § 208. One in every  
9   eight accessible spaces, but not less than one, shall be served by an access aisle 96 in  
10   (2440 mm) wide minimum and shall be designated “van accessible.” 1991 ADA  
11   Standards § 4.1.2(5)(b). For every six or fraction of six parking spaces, at least one shall  
12   be van parking space. 2010 ADA Standards § 208.2.4.

13           22.   Under the ADA, the method and color of marking are to be addressed by  
14   State or local laws or regulations. *See* 36 C.F.R., Part 1191. Under the California  
15   Building Code (“CBC”), the parking space identification signs shall include the  
16   International Symbol of Accessibility. Parking identification signs shall be reflectorized  
17   with a minimum area of 70 square inches. Additional language or an additional sign  
18   below the International Symbol of Accessibility shall state “Minimum Fine \$250.” A  
19   parking space identification sign shall be permanently posted immediately adjacent and  
20   visible from each parking space, shall be located with its centerline a maximum of 12  
21   inches from the centerline of the parking space and may be posted on a wall at the  
22   interior end of the parking space. *See* CBC § 11B-502.6, *et seq.*

23           23.   Moreover, an additional sign shall be posted either in a conspicuous place at  
24   each entrance to an off-street parking facility or immediately adjacent to on-site  
25   accessible parking and visible from each parking space. The additional sign shall not be  
26   less than 17 inches wide by 22 inches high. The additional sign shall clearly state in  
27   letters with a minimum height of 1 inch the following: “Unauthorized vehicles parked in  
28   designated accessible spaces not displaying distinguishing placards or special license

plates issued for persons with disabilities will be towed always at the owner's expense..."  
*See* CBC § 11B-502.8, *et seq.* Signs shall be 60 inches minimum above the finish floor or ground surface measured to the bottom of the sign. 2010 ADA Standards § 502.6.

24. Here, Defendants failed to provide signs stating "Van Accessible."

25. For the parking spaces, access aisles shall be marked with a blue painted borderline around their perimeter. The area within the blue borderlines shall be marked with hatched lines a maximum of 36 inches (914 mm) on center in a color contrasting with that of the aisle surface, preferably blue or white. The words "NO PARKING" shall be painted on the surface within each access aisle in white letters a minimum of 12 inches (305 mm) in height and located to be visible from the adjacent vehicular way. CBC § 11B-502.3.3.

26. Here, Defendants failed to properly maintain the access aisles as there were faded "NO PARKING" and faded blue lines painted on the parking surface.

27. Under the 1991 Standards, parking spaces and access aisles must be level with surface slopes not exceeding 1:50 (2%) in all directions. 1991 Standards § 4.6.2. Accessible parking spaces shall be at least 96 in (2440 mm) wide. Parking access aisles shall be part of an accessible route to the building or facility entrance and shall comply with 4.3. Two accessible parking spaces may share a common access aisle. Parked vehicle overhangs shall not reduce the clear width of an accessible route. Parking spaces and access aisles shall be level with surface slopes not exceeding 1:50 (2%) in all directions. 1991 Standards § 4.6.3.

28. Here, the access aisles are severely damaged with large cracks and broken concretes that create a surface not level with the parking spaces. Under the 2010 Standards, access aisles shall be at the same level as the parking spaces they serve. Changes in level are not permitted. 2010 Standards § 502.4. "Access aisles are required to be nearly level in all directions to provide a surface for transfer to and from vehicles." 2010 Standards § 502.4 Advisory. *Id.* No more than a 1:48 slope is permitted.



1           29. The surface of each accessible car and van space shall have surface  
 2 identification complying with either of the following options: The outline of a profile  
 3 view of a wheel chair with occupant in white on a blue background a minimum 36” wide  
 4 by 36” high (914 mm x 914 mm). The centerline of the profile view shall be a maximum  
 5 of 6 inches (152 mm) from the centerline of the parking space, its sides parallel to the  
 6 length of the parking space and its lower side or corner aligned with the end of the  
 7 parking space length or by outlining or painting the parking space in blue and outlining  
 8 on the ground in white or a suitable contrasting color a profile view of a wheel chair with  
 9 occupant. *See* CBC § 11B-502.6.4, *et seq.*

10           30. Here, Defendants failed to maintain the mark on the surface with the  
 11 International Symbol of Accessibility as required.

12           31. A public accommodation shall maintain in operable working condition those  
 13 features of facilities and equipment that are required to be readily accessible to and usable  
 14 by persons with disabilities by the Act or this part. 28 C.F.R. 35.211(a).

15           32. By failing to maintain the facility to be readily accessible and usable by  
 16 Plaintiff, Defendants are in violation of Plaintiff’s rights under the ADA and its related  
 17 regulations.

18           33. The Business has denied and continues to deny full and equal access to  
 19 Plaintiff and to other people with disabilities. Plaintiff has been and will continue to be  
 20 discriminated against due to the lack of accessible facilities, and therefore, seeks  
 21 injunctive relief to alter facilities to make such facilities readily accessible to and usable  
 22 by individuals with disabilities.

## 23           **SECOND CAUSE OF ACTION**

### 24           **VIOLATION OF THE UNRUH CIVIL RIGHTS ACT**

25           34. Plaintiff incorporates by reference each of the allegations in all prior  
 26 paragraphs in this complaint.

27           35. California Civil Code § 51 states, “All persons within the jurisdiction of this  
 28 state are free and equal, and no matter what their sex, race, color, religion, ancestry,



national origin, disability, medical condition, genetic information, marital status, sexual orientation, citizenship, primary language, or immigration status are entitled to the full and equal accommodations, advantages, facilities, privileges, or services in all business establishments of every kind whatsoever.”

36. California Civil Code § 52 states, “Whoever denies, aids or incites a denial, or make any discrimination or distinction contrary to Section 51, 51.5, or 51.6, is liable for each and every offense for the actual damages, and any amount that may be determined by a jury, or a court sitting without a jury, up to a maximum of three times the amount of actual damage but in no case less than four thousand dollars (\$4,000) and any attorney’s fees that may be determined by the court in addition thereto, suffered by any person denied the rights provided in Section 51, 51.5, or 51.6.

37. California Civil Code § 51(f) specifies, “a violation of the right of any individual under federal Americans with Disabilities Act of 1990 (Public Law 101-336) shall also constitute a violation of this section.”

38. The actions and omissions of Defendants alleged herein constitute a denial of full and equal accommodation, advantages, facilities, privileges, or services by physically disabled persons within the meaning of California Civil Code §§ 51 and 52. Defendants have discriminated against Plaintiff in violation of California Civil Code §§ 51 and 52.

39. The violations of the Unruh Civil Rights Act caused Plaintiff to experience difficulty, discomfort, or embarrassment. The Defendants are also liable for statutory damages as specified in California Civil Code §55.56(a)-(c).

### **THIRD CAUSE OF ACTION**

#### **VIOLATION OF CALIFORNIA DISABLED PERSONS ACT**

40. Plaintiff incorporates by reference each of the allegations in all prior paragraphs in this complaint.

41. California Civil Code § 54.1(a) states, “Individuals with disabilities shall be entitled to full and equal access, as other members of the general public, to

1 accommodations, advantages, facilities, medical facilities, including hospitals, clinics,  
2 and physicians' offices, and privileges of all common carriers, airplanes, motor vehicles,  
3 railroad trains, motorbuses, streetcars, boats, or any other public conveyances or modes  
4 of transportation (whether private, public, franchised, licensed, contracted, or otherwise  
5 provided), telephone facilities, adoption agencies, private schools, hotels, loading places,  
6 places of public accommodations, amusement, or resort, and other places in which the  
7 general public is invited, subject only to the conditions and limitations established by  
8 law, or state or federal regulation, and applicable alike to all persons.

9 42. California Civil Code § 54.3(a) states, "Any person or persons, firm or  
10 corporation who denies or interferes with admittance to or enjoyment of public facilities  
11 as specified in Sections 54 and 54.1 or otherwise interferes with the rights of an  
12 individual with a disability under Sections 54, 54.1 and 54.2 is liable for each offense for  
13 the actual damages, and any amount as may be determined by a jury, or a court sitting  
14 without a jury, up to a maximum of three times the amount of actual damages but in no  
15 case less than one thousand dollars (\$1,000) and any attorney's fees that may be  
16 determined by the court in addition thereto, suffered by any person denied the rights  
17 provided in Section 54, 54.1, and 54.2.

18 43. California Civil Code § 54(d) specifies, "a violation of the right of an  
19 individual under Americans with Disabilities Act of 1990 (Public Law 101-336) also  
20 constitute a violation of this section, and nothing in this section shall be construed to limit  
21 the access of any person in violation of that act.

22 44. The actions and omissions of Defendants alleged herein constitute a denial  
23 of full and equal accommodation, advantages, and facilities by physically disabled  
24 persons within the meaning of California Civil Code § 54. Defendants have  
25 discriminated against Plaintiff in violation of California Civil Code § 54.

26 45. The violations of the California Disabled Persons Act caused Plaintiff to  
27 experience difficulty, discomfort, and embarrassment. The Defendants are also liable for  
28 statutory damages as specified in California Civil Code §55.56(a)-(c).

**FOURTH CAUSE OF ACTION**

**CALIFORNIA HEALTH & SAFETY CODE § 19955, et seq.**

46. Plaintiff incorporates by reference each of the allegations in all prior paragraphs in this complaint.

47. Plaintiff and other similar physically disabled persons who require the use of a wheelchair are unable to use public facilities on a “full and equal” basis unless each such facility is in compliance with the provisions of California Health & Safety Code § 19955 et seq. Plaintiff is a member of the public whose rights are protected by the provisions of California Health & Safety Code § 19955 et seq.

48. The purpose of California Health & Safety Code § 1995 et seq. is to ensure that public accommodations or facilities constructed in this state with private funds adhere to the provisions of Chapter 7 (commencing with Section 4450) of Division 5 of Title 1 of the Government Code. The code relating to such public accommodations also require that “when sanitary facilities are made available for the public, clients, or employees in these stations, centers, or buildings, they shall be made available for persons with disabilities.

49. Title II of the ADA holds as a “general rule” that no individual shall be discriminated against on the basis of disability in the full and equal enjoyment of goods (or use), services, facilities, privileges, and accommodations offered by any person who owns, operates, or leases a place of public accommodation. 42 U.S.C. § 12182(a). Further, each and every violation of the ADA also constitutes a separate and distinct violation of California Civil Code §§ 54(c) and 54.1(d), thus independently justifying an award of damages and injunctive relief pursuant to California law, including but not limited to Civil Code § 54.3 and Business and Professions Code § 17200, et seq.

**FIFTH CAUSE OF ACTION**

**NEGLIGENCE**

50. Plaintiff incorporates by reference each of the allegations in all prior paragraphs in this complaint.

